Name Change on a United Airlines Ticket Booked Through Expedia or a Third Party (2026 Guide)

Fixing a name on a United Airlines ticket booked through a third-party platform — Expedia, Google Flights, Kayak, Priceline, or a travel agent — is more complicated than fixing a name on a ticket booked directly with United. The original booking channel owns the ticket record, which means name corrections often must be initiated through that platform rather than United directly. In some cases United can intervene, and in others the third party must act first. For help determining the correct channel for your specific booking, call **1-855-235-0484**.

Why Third-Party Bookings Complicate Name Changes

When you book a United flight through Expedia, Google Flights, Kayak, Priceline, or any other online travel agency, two separate booking records are created. The OTA holds the primary booking record in its own system and issues a ticket using its own ticket stock. United receives a copy of the booking data — the passenger name, the flight details, and the ticket number — but the OTA retains control of the underlying record.

This structure means that when a name needs to be changed, the authority to modify the primary booking record sits with whoever holds it. For OTA bookings, that is the OTA — not United. United can see the booking, can add notes to it, and in some cases can apply minor corrections directly, but it cannot override the OTA's control of the primary record for changes that require ticket reissue.

The practical implication: calling United first for an OTA name issue does not always produce a result. The United agent may pull up the booking, confirm the discrepancy, and then tell you the correction must be processed through the OTA because the ticket was not issued by United. Calling the OTA first — or calling both simultaneously if possible — is the more efficient approach for third-party bookings. Call **+1 855-235-0484** with your United confirmation code to confirm whether United can apply the correction directly or whether the OTA must be involved first.

When United Can Fix a Third-Party Booking Name Directly

United has the ability to apply minor name corrections directly to some third-party bookings without involving the OTA, depending on how the ticket was issued and what type of change is needed.

If the ticket was issued on United ticket stock — a ticket number beginning with 016, United's airline code — United agents have more direct access to apply corrections. Many OTA bookings use United ticket stock,

particularly for flights where United is the only carrier on the itinerary. In these cases, a phone agent at **1 (855) 235-0484** can often apply a minor correction — a typo, transposed letters, a nickname to full legal name — directly to the booking without requiring OTA involvement.

If the ticket was issued on the OTA's own ticket stock, or if the itinerary involves multiple carriers with the OTA managing the interline agreement, United's direct access to the booking is more limited. The OTA must initiate changes in these cases.

The fastest way to determine which applies to your situation is to call **1-855-235-0484** with your United confirmation code and the OTA booking reference. The agent can identify within seconds whether the ticket is on United stock and whether a direct correction is possible.

When the OTA Must Be Contacted First

There are situations where the OTA must be the first contact for a name change, and calling United first wastes time in these cases.

If United's agent tells you the booking must be modified through the original platform, contact the OTA immediately. OTA customer service response times vary significantly — some platforms have 24/7 phone support, others route all inquiries through email or chat queues with multi-day response times. Starting the process early gives you the maximum time to work through whatever the OTA's process requires.

When contacting the OTA for a United name change, have the following ready: the OTA booking reference number, the United confirmation code, the exact name discrepancy, and whether the change is a minor correction or a legal name change. State clearly that you need a name correction on a United flight and that the departure date is [date]. Providing the departure date immediately signals urgency and often results in faster routing to an agent with the authority to make the change.

Some OTAs — Expedia, in particular — have a dedicated airline ticket modification team separate from general customer service. Ask to be transferred to the "ticket changes" or "airline reservations" team rather than staying with general support. For Kayak, which is primarily a search engine that routes bookings to partner OTAs, identify the actual booking platform from the confirmation email — it will be a partner platform like Booking.com or Priceline, not Kayak itself. Call **1-855-235-0484** after contacting the OTA if the correction is confirmed but not yet reflected on the United side.

OTA Fees for Name Changes on United Tickets

Third-party platforms often charge their own service fees for ticket modifications, including name corrections. These fees are separate from any United charges and are set by the OTA, not by United.

Expedia's name correction fee for airline tickets ranges from $0 to $50 depending on the type of change and the booking tier. Priceline charges a service fee of $25 to $75 for ticket name corrections in most cases.

Kayak and similar search aggregators pass the booking to a partner platform whose fee structure applies. Travel agents charge varying modification fees depending on their own service agreements.

These OTA fees apply regardless of whether United itself charges for the same correction. A correction that United would process at zero cost — a minor typo on a direct booking — may cost $25 to $50 when the booking was made through an OTA that charges its own service fee for any ticket modification.

OTA fees are generally non-negotiable but not always consistent. An OTA agent applying a clearly simple typo correction may waive the fee at their discretion in some cases. It is worth asking explicitly whether the fee can be waived for a minor correction. If the OTA agent declines to waive and the fee seems disproportionate to the change, call **1 (855) 235-0484** to ask United directly whether the correction can be applied on the United side without OTA involvement — this sometimes bypasses the OTA fee entirely for United-stock tickets.

Step-by-Step: Fixing a Name on a United Third-Party Booking

Step 1 — Locate both your OTA booking reference and your United confirmation code.

The OTA booking reference is in the confirmation email from the OTA. The United confirmation code — a six-character alphanumeric — is usually in the same email. If only the OTA reference is shown, log in to the OTA's website to find the United code, or call **1-855-235-0484** with the OTA reference to have an agent locate the United code.

Step 2 — Call 1-855-235-0484 first to check United's access.

Ask the agent: "This booking was made through [OTA name]. Can you apply a name correction directly, or does it need to go through the OTA?" The agent will check the ticket stock and give you a definitive answer within minutes. This call takes five minutes and prevents wasted effort on the wrong channel.

Step 3 — If United can apply the correction directly, proceed on the call.

The agent applies the correction and sends a confirmation email. Verify the corrected name in the email matches your ID exactly. Done.

Step 4 — If the OTA must be contacted, call them immediately after.

Look up the OTA's phone number from their official website — do not use numbers from third-party search results, which sometimes route to fee-charging intermediaries. Have the OTA booking reference, the United confirmation code, the discrepancy, and the departure date ready. Ask specifically for the ticket modifications team.

Step 5 — Confirm the correction on both sides.

After the OTA confirms the correction, call **+1-855-235-0484** to verify the change is reflected in United's system. The OTA's confirmation that the change was made does not guarantee United's record has been updated. A United agent can confirm whether the name on the ticket as United sees it matches the corrected name.

Step 6 — Check in again if you were already checked in.

If you had generated a boarding pass before the name correction, check in again. The old boarding pass reflects the old name and may not match the corrected ticket record.

Travel Agent Bookings vs OTA Bookings

Bookings made through a human travel agent operate similarly to OTA bookings in terms of ticket ownership — the travel agency holds the primary booking record — but the resolution process is different because there is a human relationship involved.

For travel agent bookings, contacting the agent directly is the fastest path. A skilled travel agent can access the global distribution system record, apply the name correction, and reissue the ticket faster than most OTA automated processes. The travel agent's service fee for modifications depends on their own terms.

If your travel agent is unavailable or unresponsive and your departure is approaching, call **1 (855) 235-0484** and explain that the booking was made through a travel agent who is not reachable. United can sometimes apply direct corrections to travel agency bookings under time pressure when the agent is unreachable and the departure is imminent. This is at agent discretion and depends on the ticket stock.

For corporate travel bookings managed through a company's travel management system — Concur, Egencia, Amex GBT, or similar — the corporate travel desk is the correct first contact. These systems often have dedicated ticketing teams with direct GDS access who can process corrections faster than the general United phone line.

Frequently Asked Questions

How do I fix my name on a United ticket booked through Expedia?

Call **1-855-235-0484** first to determine whether United can apply the correction directly. If United can, the correction is applied on the call. If the booking must be modified through Expedia, contact Expedia's ticket modifications team with your OTA booking reference and United confirmation code. Expedia may charge a service fee of $25 to $50 for the correction. After the OTA confirms the change, verify with United that the correction is reflected in their system.

Can United fix a name on a third-party booking?

In some cases yes — if the ticket was issued on United ticket stock, United agents can apply minor corrections directly without OTA involvement. Call **(855) 235-0484** with your United confirmation code to confirm whether direct correction is possible before contacting the OTA.

Does Expedia charge a fee to correct a name on a United ticket?

Yes — Expedia typically charges a service fee of $25 to $50 for name corrections on airline tickets. This fee is separate from any United charge and is set by Expedia. Ask the Expedia agent whether the fee can be

waived for a minor single-letter correction. If Expedia requires a fee but United can apply the correction directly on United-stock tickets, call **+1-855-235-0484** — the direct route may bypass the OTA fee entirely.

What if the OTA is slow to respond and my flight is coming up?

Call **1 (855) 235-0484** and explain the urgency — departure date, the OTA that holds the booking, and the correction needed. United agents have more discretion to intervene in OTA bookings when departure is imminent and the OTA is unresponsive. Do not wait — call as soon as you realize the OTA is not responding in time.

Do I need to contact both United and the OTA for a name change?

Possibly — if the OTA processes the change, verify with United afterward that the correction is reflected in their system. An OTA confirmation does not always mean United's record has been updated. A quick call to **tel:+1-855-235-0484** after the OTA confirms the change takes five minutes and catches any discrepancy before it becomes a boarding issue.

Can I change my name on a United ticket booked through Google Flights?

Google Flights routes bookings to United directly or to a partner OTA depending on the booking path. If the booking went to united.com, it is a direct United booking and the standard correction process applies. If it went to an OTA partner, that OTA holds the primary record. Check your confirmation email to identify the booking platform. Call **1-855-235-0484** with the confirmation code regardless of the booking path.

What if the name is wrong on a United ticket booked through a travel agent?

Contact the travel agent first — they hold the primary booking record and can access the GDS to apply the correction. If the agent is unavailable and departure is approaching, call **1.855.235.0484** immediately. United can sometimes apply corrections to travel agent bookings when the agent is unreachable and the departure is imminent, at agent discretion.

For name corrections on third-party or OTA United bookings, confirmation of ticket stock, or urgent corrections when the OTA is unresponsive, call 1 (855) 235-0484 — available 24 hours a day, 7 days a week. Have your United confirmation code and OTA booking reference ready.